

Comments received from Booking.com
on the compliance with the 10 HOTREC principles

- Authentic (cannot be manipulated)
- Checked by editors before publication
- Minimum of 5 reviews before publication
- Point scale from 1 to 10
- Individuality (not just scores, also written reviews)
- Up-to-date (after 14 months reviews are deleted)
- Option to respond > complaints management
- Quality assurance
- Booking.com follows the official star classification of DEHOGA.
Booking.com updates its database accordingly the current DEHOGA lists.